

**STATEMENT UNDER 37 CFR 3.73(b)**Applicant/Patent Owner: Motive Inc.Application No./Patent No.: 10/734,911Filed/Issue Date: December 12, 2003Entitled: CROSS-COMMUNICATION OF DATA COLLECTED BY CHANNEL-SPECIFIC USER INTERFACES

Motive Inc.

(Name of Assignee)

, a Corporation

(Type of Assignee, e.g., corporation, partnership, university, government agency, etc.)

states that it is:

1. ☒ the assignee of the entire right, title, and interest; or
2. ☐ an assignee of less than the entire right, title and interest  
(The extent (by percentage) of its ownership interest is \_\_\_\_\_ %)

in the patent application/patent identified above by virtue of either:

- A. ☒ An assignment from the inventor(s) of the patent application/patent identified above. The assignment was recorded in the United States Patent and Trademark Office at Reel 015035, Frame 0337, or for which a copy therefore is attached.

OR

- B. ☐ A chain of title from the inventor(s), of the patent application/patent identified above, to the current assignee as follows:

1. From: \_\_\_\_\_ To: \_\_\_\_\_

The document was recorded in the United States Patent and Trademark Office at  
Reel \_\_\_\_\_, Frame \_\_\_\_\_, or for which a copy thereof is attached.

2. From: \_\_\_\_\_ To: \_\_\_\_\_

The document was recorded in the United States Patent and Trademark Office at  
Reel \_\_\_\_\_, Frame \_\_\_\_\_, or for which a copy thereof is attached.

3. From: \_\_\_\_\_ To: \_\_\_\_\_

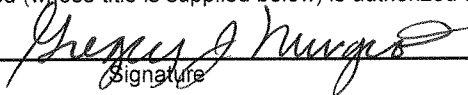
The document was recorded in the United States Patent and Trademark Office at  
Reel \_\_\_\_\_, Frame \_\_\_\_\_, or for which a copy thereof is attached.

☐ Additional documents in the chain of title are listed on a supplemental sheet.

- ☒ As required by 37 CFR 3.73(b)(1)(i), the documentary evidence of the chain of title from the original owner to the assignee was, or concurrently is being, submitted for recordation pursuant to 37 CFR 3.11.

[NOTE: A separate copy (i.e., a true copy of the original assignment document(s)) must be submitted to Assignment Division in accordance with 37 CFR Part 3, to record the assignment in the records of the USPTO. See MPEP 302.08]

The undersigned (whose title is supplied below) is authorized to act on behalf of the assignee.

  
Signature

12/10/2008

Date

Gregory J. Murgia

Printed or Typed Name

908-582-7109

Telephone Number

Corporate Counsel

Title



UNITED STATES PATENT AND TRADEMARK OFFICE

UNDER SECRETARY OF COMMERCE FOR INTELLECTUAL PROPERTY AND  
DIRECTOR OF THE UNITED STATES PATENT AND TRADEMARK OFFICE

AUGUST 26, 2004

PTAS

CAMPBELL STEPHENSON ASCOLESE LLP  
D'ANN NAYLOR RIFAI  
4807 SPICEWOOD SPRINGS RD.  
BLDG. 4, SUITE 201  
AUSTIN, TX 78759



\*102687494A\*

UNITED STATES PATENT AND TRADEMARK OFFICE  
NOTICE OF RECORDATION OF ASSIGNMENT DOCUMENT

THE ENCLOSED DOCUMENT HAS BEEN RECORDED BY THE ASSIGNMENT DIVISION OF THE U.S. PATENT AND TRADEMARK OFFICE. A COMPLETE MICROFILM COPY IS AVAILABLE AT THE ASSIGNMENT SEARCH ROOM ON THE REEL AND FRAME NUMBER REFERENCED BELOW.

PLEASE REVIEW ALL INFORMATION CONTAINED ON THIS NOTICE. THE INFORMATION CONTAINED ON THIS RECORDATION NOTICE REFLECTS THE DATA PRESENT IN THE PATENT AND TRADEMARK ASSIGNMENT SYSTEM. IF YOU SHOULD FIND ANY ERRORS OR HAVE QUESTIONS CONCERNING THIS NOTICE, YOU MAY CONTACT THE EMPLOYEE WHOSE NAME APPEARS ON THIS NOTICE AT 703-308-9723. PLEASE SEND REQUEST FOR CORRECTION TO: U.S. PATENT AND TRADEMARK OFFICE, ASSIGNMENT DIVISION, BOX ASSIGNMENTS, CG-4, 1213 JEFFERSON DAVIS HWY, SUITE 320, WASHINGTON, D.C. 20231.

RECORDATION DATE: 03/05/2004

REEL/FRAME: 015035/0337  
NUMBER OF PAGES: 5

BRIEF: CHANGE OF NAME (SEE DOCUMENT FOR DETAILS).  
DOCKET NUMBER: MTV0000

ASSIGNOR:

MOTIVE COMMUNICATIONS, INC.

DOC DATE: 12/01/2003

ASSIGNEE:

MOTIVE, INC.  
12515 RESEARCH BLVD., BUILDING 5  
AUSTIN, TEXAS 78759

SERIAL NUMBER: 09310795

PATENT NUMBER:

TITLE: TECHNICAL SUPPORT CHAIN AUTOMATION WITH GUIDED SELF-HELP CAPABILITY, ESCALATION TO LIVE HELP, AND ACTIVE JOURNALING

FILING DATE: 05/12/1999

ISSUE DATE:

SERIAL NUMBER: 10107557

PATENT NUMBER:

TITLE: N-WAY DATA STREAM SPLITTER

FILING DATE: 03/27/2002

ISSUE DATE:

RECEIVED

SEP 2 2004

MTV 0000

MTV0013US

ATTORNEY: EAS/DNR

MATTER: ALL MATTERS

DOCKETED BY: JS

DATE: 9/9/04

VERIFIED: NO ERRORS

(Remarks)

015035/0337 PAGE 2

SERIAL NUMBER: 10107772

PATENT NUMBER:

TITLE: METHOD AND A SYSTEM FOR PROVIDING TIERED ASSISTANCE

FILING DATE: 03/27/2002

ISSUE DATE:

SERIAL NUMBER: 10349841

PATENT NUMBER:

TITLE: REMOTE COMPUTER SYSTEM AND RELATED EQUIPMENT DIAGNOSTICS USING DATA GATHERED OVER A TELEPHONE CHANNEL

FILING DATE: 01/23/2003

ISSUE DATE:

SERIAL NUMBER: 10734911

PATENT NUMBER:

TITLE: CROSS-CHANNEL COMMUNICATION OF DATA COLLECTED BY CHANNEL-SPECIFIC USER INTERFACES

FILING DATE: 12/12/2003

ISSUE DATE:

SERIAL NUMBER: 09542602

PATENT NUMBER:

TITLE: BROADBAND SERVICE CONTROL NETWORK

FILING DATE: 04/04/2000

ISSUE DATE:

SERIAL NUMBER: 09542274

PATENT NUMBER:

TITLE: SELF MANAGING SOFTWARE AGENTS WITH INTROSPECTION

FILING DATE: 04/04/2000

ISSUE DATE:

SERIAL NUMBER: 09542273

PATENT NUMBER:

TITLE: DISTRIBUTED SERVICES ARCHITECTURE THROUGH USE OF A DYNAMIC SERVICE POINT MAP

FILING DATE: 04/04/2000

ISSUE DATE:

SERIAL NUMBER: 09653486

PATENT NUMBER:

TITLE: SYSTEM OF AUTOMATED CONFIGURATION OF NETWORK SUBSCRIBERS FOR BROADBAND COMMUNICATION

FILING DATE: 08/31/2000

ISSUE DATE:

SERIAL NUMBER: 10715928

PATENT NUMBER:

TITLE: LARGE-SCALE TARGETED DATA DISTRIBUTION SYSTEM

FILING DATE: 11/18/2003

ISSUE DATE:

SERIAL NUMBER: 10734841

PATENT NUMBER:

TITLE: REDIRECTION OF CHANNEL COMMUNICATION BASED UPON CROSS-CHANNEL COMMUNICATION

FILING DATE: 12/12/2003

ISSUE DATE:

SERIAL NUMBER: 09505502

PATENT NUMBER: 6658598

TITLE: TECHNICAL SUPPORT CHAIN AUTOMATION WITH GUIDED SELF-HELP CAPABILITY USING ACTIVE CONTENT ASSERTIONS

FILING DATE: 02/17/2000

ISSUE DATE: 12/02/2003

SERIAL NUMBER: 09215873

PATENT NUMBER: 6615240

TITLE: TECHNICAL SUPPORT CHAIN AUTOMATION WITH GUIDED SELF-HELP CAPABILITY AND OPTION TO ESCALATE TO LIVE HELP

FILING DATE: 12/18/1998

ISSUE DATE: 09/02/2003

SERIAL NUMBER: 09310399 FILING DATE: 05/12/1999  
PATENT NUMBER: 6542898 ISSUE DATE: 04/01/2003  
TITLE: TECHNICAL SUPPORT CHAIN AUTOMATION WITH GUIDED SELF-HELP CAPABILITY  
USING ACTIVE CONTENT DEVELOPED FOR SPECIFIC AUDIENCES

SERIAL NUMBER: 09216212 FILING DATE: 12/18/1998  
PATENT NUMBER: 6477531 ISSUE DATE: 11/05/2002  
TITLE: TECHNICAL SUPPORT CHAIN AUTOMATION WITH GUIDED SELF-HELP CAPABILITY  
USING ACTIVE CONTENT

SERIAL NUMBER: 09663212 FILING DATE: 09/15/2000  
PATENT NUMBER: 6357017 ISSUE DATE: 03/12/2002  
TITLE: METHOD, SYSTEM AND COMPUTER PROGRAM PRODUCT FOR ITERATIVE  
DISTRIBUTED PROBLEM SOLVING

SERIAL NUMBER: 09189328 FILING DATE: 11/09/1998  
PATENT NUMBER: 6185606 ISSUE DATE: 02/06/2001  
TITLE: ADAPTIVE MESSAGING METHOD SYSTEM AND COMPUTER PROGRAM PRODUCT

SERIAL NUMBER: 09073464 FILING DATE: 05/06/1998  
PATENT NUMBER: 6145096 ISSUE DATE: 11/07/2000  
TITLE: METHOD, SYSTEM AND COMPUTER PROGRAM PRODUCT FOR ITERATIVE  
DISTRIBUTED PROBLEM SOLVING

SERIAL NUMBER: 09215880 FILING DATE: 12/18/1998  
PATENT NUMBER: 6694314 ISSUE DATE: 02/17/2004  
TITLE: TECHNICAL SUPPORT CHAIN AUTOMATION WITH GUIDED SELF-HELP CAPABILITY  
VIA A SYSTEM-SUPPLIED SEARCH STRING

LAZENA MARTIN, EXAMINER  
ASSIGNMENT DIVISION  
OFFICE OF PUBLIC RECORDS

03-09-2004

COVER SHEET  
YU.S. DEPARTMENT OF COMMERCE  
PATENT AND TRADEMARK OFFICETO THE HONORABLE DIRECTOR  
ORIGINAL DOCUMENTS OR COPY

102687494

PATENT AND TRADEMARK OFFICE. PLEASE RECORD THE ATTACHED

## 1. Name of conveying party:

*3.5.04*

Name: Motive Communications, Inc.  
Street Address: 12515 Research Blvd., Building 5  
City: Austin  
State: Texas  
Zip Code: 78759  
Country: USA

Additional name(s) of conveying party(ies) attached?

☐ Yes ☒ No

## 2. Name and address of receiving party:

Name: Motive, Inc.  
Street Address: 12515 Research Blvd., Building 5  
City: Austin  
State: Texas  
Zip Code: 78759  
Country: USA

## 3. Nature of Conveyance:

☐ Assignment ☐ Merger  
☐ Security Agreement ☒ Change of Name  
☐ Other

Execution Date: December 1, 2003

Additional name(s) &amp; address(es) attached?

☐ Yes ☒ No

## 4. Application number(s) or patent number(s):

If this document is being filed together with a new application, the execution date of the application is:

A. Patent Application No.(s) -

PLEASE SEE ATTACHED

B. Patent No.(s)

PLEASE SEE ATTACHED

Additional numbers attached? ☒ Yes ☐ No

## 5. Name and address of party to whom correspondence concerning document should be mailed:

Name: D'Ann Naylor Rifai  
Firm: CAMPBELL STEPHENSON ASCOLESE LLP  
Address: 4807 Spicewood Springs Rd.  
Address: Bldg. 4, Suite 201  
City Austin State TX Zip 78759

## 6. Total number of applications and patents involved:

Applications = 11 Patents = 8

## 7. Total fee (37 CFR 3.41):

\$760.00

- ☒ Authorized to be charged to Deposit Account 502306  
☒ Charge Deposit Account 502306 for any additional fees required for this conveyance and credit deposit account 502306 any amounts overpaid

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## 8. Statement and signature.

To the best of my knowledge and belief, the foregoing information is true and correct and any attached copy is a true copy of the original document.

D'Ann Naylor Rifai, Reg. No. 47,026  
Name of Person Signing

Signature

Date

Total number of pages including cover sheet, attachments, and documents: 5

03/08/2004 LMUELLER 00000027 502306 09310795

01 FC:8021 760.00 DA

**\*\*\* PENDING APPLICATIONS \*\*\***

RECORDATION FORM COVER SHEET ATTACHMENT SUBMITTED  
ON FEBRUARY 27, 2004

Conveying Party: Motive Communications, Inc.

Receiving Party: **MOTIVE, INC.**

TOTAL APPLICATIONS = 11

(Count)	Application No.	Filing Date	Attorney Docket No.
1.	09/310,795	5/12/99	MTV0002US
2.	10/107,557	3/27/02 (claiming benefit of 7/5/01)	MTV0009C1US
3.	10/107,772	3/27/02 (claiming benefit of 3/5/01)	MTV0011C1US
4.	10/349,841	1/23/03	MTV0012US
5.	10/734,911	12/12/03	MTV0013US
6.	09/542,602	4/4/00	MTV0014US
7.	09/542,274	4/4/00	MTV0015US
8.	09/542,273	4/4/00	MTV0016US
9.	09/653,486	8/31/00	MTV0017US
10.	10/715,928	11/18/03	MTV0018US
11.	10/734,841	12/12/03	MTV0022US

\*\*\* PATENTS \*\*\*

RECORDATION FORM COVER SHEET ATTACHMENT SUBMITTED  
ON FEBRUARY 27, 2004

Conveying Party: Motive Communications, Inc.

Receiving Party: **MOTIVE, INC.**

TOTAL PATENTS = 8

(Count)	Patent No.	Issue Date	Application No.	Filing Date	Attorney Docket No.
1.	6,658,598	12/2/03	09/505,502	2/17/00	MTV0007US
2.	6,615,240	9/2/03	09/215,873	12/18/98	MTV0004US
3.	6,542,898 B1	4/1/03	09/310,399	5/12/99	MTV0003US
4.	6,477,531	11/05/02	09/216,212	12/18/98	MTV0006US
5.	6,357,017	3/12/02	09/663,212	9/15/00	MTV0001C1US
6.	6,185,606	2/6/01	09/189,328	11/9/98	MTV0008US
7.	6,145,096	11/7/00	09/073,464	5/6/98	MTV0001US
8.	6,694,314	2/17/04	09/215,880	12/18/98	MTV0005US



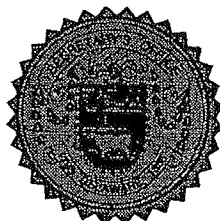
# Delaware

PAGE 1

*The First State*

I, HARRIET SMITH WINDSOR, SECRETARY OF STATE OF THE STATE OF DELAWARE, DO HEREBY CERTIFY THE ATTACHED IS A TRUE AND CORRECT COPY OF THE CERTIFICATE OF AMENDMENT OF "MOTIVE COMMUNICATIONS, INC.", CHANGING ITS NAME FROM "MOTIVE COMMUNICATIONS, INC." TO "MOTIVE, INC.", FILED IN THIS OFFICE ON THE SECOND DAY OF DECEMBER, A.D. 2003, AT 12:21 O'CLOCK P.M.

A FILED COPY OF THIS CERTIFICATE HAS BEEN FORWARDED TO THE NEW CASTLE COUNTY RECORDER OF DEEDS.



*Harriet Smith Windsor*  
Harriet Smith Windsor, Secretary of State

2736302 8100  
030769228

AUTHENTICATION: 2781828

DATE: 12-02-03

**CERTIFICATE OF AMENDMENT  
TO THE  
RESTATED CERTIFICATE OF INCORPORATION  
OF  
MOTIVE COMMUNICATIONS, INC.**

December 1, 2003

Pursuant to the provisions of Section 242 of the Delaware General Corporation Law (the "General Corporation Law"), Motive Communications, Inc., a Delaware corporation (the "Corporation"), adopts the following Certificate of Amendment to its Restated Certificate of Incorporation:

**FIRST:** The name of the Corporation is Motive Communications, Inc.

**SECOND:** Article I of the Restated Certificate of Incorporation of the Corporation is hereby amended (the "Amendment") to read in its entirety as follows:

"The name of this corporation is Motive, Inc."

**THIRD:** The Amendment has been recommended by the Board of Directors of the Corporation and duly approved and adopted, in accordance with Section 242 of the General Corporation Law, by the stockholders of the Corporation by written consent in lieu of a meeting.

IN WITNESS WHEREOF, the Corporation has caused this Certificate of Amendment to its Restated Certificate of Incorporation to be executed in its corporate name this 1st day of December, 2003.

MOTIVE COMMUNICATIONS, INC.

By: 

\_\_\_\_\_  
Scott Harmon  
Chief Executive Officer